

1999 Biennial Review Business Line Summary by OSD/PSA

OSD/PSA - Business Line	Overall Satisfaction Score	Satisfaction with Business Line	Responsiveness to Customers	Satisfaction with Specific Products and Services	Coordination with Customers	Number of Surveys
DoD General Counsel						
DLSA - Adjudication of disputes for DoD component organizations (Defense Office of Hearings and Appeals)	60%	56%	50%	50%	83%	18
DLSA - Legislative program management and comment referral service (Legislative Reference Service)	88%	85%	92%	92%	85%	13
DLSA - Standards of conduct program, oversight, counseling, and support (Standards of Conduct Office)	89%	90%	88%	90%	87%	40
Assistant Secretary of Defense (Public Affairs)						
AFIS - DoD internal information policy, guidance, and products, including visual information, print media, TV/Radio broadcasts, and training	82%	88%	76%	87%	75%	79
Director Administration and Management						
WHS - Budgeting, accounting, information technology and reporting services (B&F)	89%	88%	92%	89%	87%	48
WHS - Facility and space programs management (RE&F)	73%	68%	76%	72%	76%	102
WHS - Implementation of the DoD Privacy Program (Privacy Office)	100%	100%	100%	100%	100%	12
WHS - Information technology resources and support (DIOR/S&S)	94%	100%	100%	75%	100%	9
WHS - Personnel services for military and civilian personnel (P&S)	86%	79%	93%	93%	79%	14
WHS - Reports, forms & management information database programs management (DIOR)	87%	85%	86%	94%	84%	50
WHS - Security services for military and civilian personnel (P&S)	81%	78%	89%	78%	78%	9
WHS - Support messages, correspondence, directives, and document releases (C&D)	89%	92%	86%	87%	92%	63